

RECORDS MANAGEMENT CLERK

GRADE: 12

FLSA: NON-EXEMPT

CHARACTERISTICS OF CLASS:

The Records Management Clerk performs intermediate skilled clerical and responsible administrative work to assist the Support Services Division of the Police Department in the performance of their duties and the accomplishment of the division/departamental goals and objectives. The work involves responsibility for performing support functions such as administrative processing of parking tickets, filing police reports, record keeping, computer entry, expungement of police records, and providing assistance to customers by phone or at the counter in an independent manner. Incumbent performs duties with minimal supervision, and is expected to exercise judgment and apply ingenuity to problems encountered. The physical requirements are light in nature and the working conditions are good and at times somewhat disagreeable.

EXPECTATIONS OF ALL CITY EMPLOYEES:

- Learn and demonstrate an understanding of City, department, division and team goals.
- Serve and meet the needs of customers during routine or emergency situations.
- Ability and willingness to work as part of a team, to demonstrate team skills and to perform a fair share of team responsibilities.
- Ability to assess his/her work performance or the work performance of the team.
- Plan and organize his/her work, time and resources, and if applicable that of subordinates.
- Contribute to the development of others and/or the working unit or overall organization.
- Produce desired work outcomes including quality, quantity and timeliness.
- Communicate effectively with peers, supervisors, subordinates and people to whom service is provided.
- Understand and value differences in employees and value input from others.
- Consistently report to work and work assignments prepared and on schedule.
- Consistently display a positive behavior with regard to work, willingly accept constructive criticism and be respectful of others.

EXAMPLES OF DUTIES:

- In the course of maintaining and monitoring files and records and performing modifications as necessary, the employee:
- Performs necessary secretarial duties including typing and filing and utilizing a personal computer.
- Receives and sorts incoming correspondence.
- Prepares various specialty reports.

- Sorts and distributes outgoing correspondence.
- Answers telephones, interviews callers and tactfully answers requests and screens telephone calls.
- Receives, processes, enters information into the computer system and files parking tickets.
- Coordinates court dates with the District Court. Coordinates 'Flagging' with the Department of Motor Vehicles.
- Prepares routine correspondence regarding parking tickets and police reports.
- Files copies of police reports. Enters required data from reports into the computer system.
- Gathers source materials for the preparation of reports, articles, memorandum and other purposes.
- Collects, receipts and accounts for fees.
- Reviews and edits reports and other documents for discrepancies or incompleteness.
- Maintains and submits times sheets.
- May supervise activities of others involved in performing secretarial/clerical activities of the office.
- Ensures confidentiality of records and correspondence.
- Performs all tasks in a safe manner.
- Performs related work as required or as assigned.

QUALIFICATIONS:

Required Training and Experience:

Any combination of training and experience substantially equivalent to graduation from high school, including or supplemented by courses in typing, and two years clerical experience involving public contact.

Preferred Knowledge, Skills and Abilities:

- Knowledge of secretarial duties needed for support of division/department.
- Knowledge of division/department goals and policies.
- Skill in use of a personal computer – word processing and data bases.
- Ability to deal with the public and other employees courteously and tactfully, to elicit information effectively, and to convey concise accurate explanations of policies, procedures and requirements.
- Ability to carry out, with limited supervision, continuing assignments requiring organizational skills.
- Ability to establish and maintain effective working relationships with other employees, and the general public.